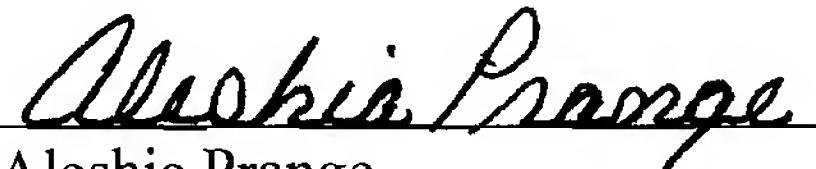


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of: ) CERTIFICATE OF EFS-WEB FILING  
NORMAN VICTOR STENNING ) I hereby certify that this correspondence is being  
Application No. 10/585,697 ) filed via EFS-WEB on this 16th day of March 2011.  
Filing Date: April 27, 2007 )  
Group Art Unit: 3689 )  March 16, 2011  
Examiner: Michael J. Fisher ) Aleshia Prange Date  
A QUEUE MANAGEMENT SYSTEM )  
AND METHOD )  
Attorney Docket No: 4295-00023 )

RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated October 5, 2010 and in response to the Notice of Non-Compliant Amendment dated March 9, 2011, please enter the following in the above-identified application.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 9 of this paper.